

## INSTRUCTIONS FOR CLAIMANTS SWITCHING FROM IVR TO UI ONLINE

Switching from using the IVR to UI Online requires using your IPASS password. If you do not have this password, your IVR PIN number can be used.

### **Here is the process to follow:**

- ❖ Log onto UI onto using your SSN.
- ❖ Enter IVR Pin #
  - If you do not remember your PIN, select 'Forgot Pin' button.

*Note: Security question will be given to you*

- ❖ You will be asked to:
  - Re-enter SSN
  - Date of Birth (DOB)
  - Gender
  - Answer security question
- ❖ Select password for UI Online and can change security question and answer.
- ❖ You can now access UI Online. Please record password and security question in a safe area for accessing at a later date.

The following two scenarios demonstrate the steps for establishing the your Online account with or without a PIN #

## Scenario 1 – You do not remember your PIN

### 1. Enter your SSN:

UI Online - Mozilla Firefox

File Edit View History Bookmarks Tools Help

UI Online

https://uiuatben.detma.org/Claimant/Core/Login.ASPX

Monday, March 10, 2014

Print Preview

Logon

\* Indicates Required Field

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

Please provide your Social Security Number

Social Security Number: [Redacted] \*

Confirm your Social Security Number: [Redacted] \*

Next

IF YOU ARE NOT USING YOUR PERSONAL COMPUTER, PLEASE FOLLOW THESE SAFETY TIPS:

- Log out before you walk away from the computer
- Do not save your login information
- Do not save any files or forms to a Public Computer
- When prompted, always opt to Open a File
- For more details, please click [here](#).

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### 2. Select 'Forgot PIN' button:

UI Online - Mozilla Firefox

File Edit View History Bookmarks Tools Help

UI Online

https://uiuatben.detma.org/Claimant/Core/Login.ASPX

Monday, Mar

Logon

\* Indicates Requ

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

TeleCert User

TeleCert Pin: [Redacted] \*

Next Forgot Pin

Your account will be locked after 4 attempts. If you are having problems logging in, select the "Forgot Password" button to reset password.

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### 3. Verify the information on the screen:

UI Online - Mozilla Firefox

File Edit View History Bookmarks Tools Help

UI Online

https://uiuatben.detma.org/Claimant/Core/Login.ASPX

Monday, March 10, 2014

Print Preview

Logon

\* Indicates Required Field

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

Submit Personal Information

Confirm your Social Security Number: \*\*\*\*\*

Birth Date: 03/06/1952 (mm/dd/yyyy)

Gender: ☒ Female ☐ Male

Submit Personal Information - Security Question

Security Question: What is your mother's maiden name?

Security Answer: LENC

Previous Next

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### 4. Set up your Password and New Security Question/Answer (note: this will NOT change the PIN. You must call the PIN line to make any changes).

UI Online - Mozilla Firefox

File Edit View History Bookmarks Tools Help

UI Online

https://uiuatben.detma.org/Claimant/Benefits/Common/SetClaimantPassword.ASPX

Monday, March 10, 2014

Print Preview

Change Password | Logoff

\* Indicates Required Field

Set Password

Password (8 case sensitive, alphanumeric characters (At least 1 Upper-case and 1 Numeric required)): \*\*\*\*\*

Confirm Password: \*\*\*\*\*

Security Question: What is your favorite vacation spot?

Security Answer: boston

Confirm Security Answer: boston

Remember this information. You will need it to access your claim online.

Submit

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5. You are now at their Home Page (the next time you log into UI Online, you will be asked for your Password, not PIN):

The screenshot shows a Mozilla Firefox browser window titled "UI Online - Mozilla Firefox". The address bar displays "https://luuatben.detma.org/Claimant/Core/Navigate.ASPX". The page header includes the Commonwealth of Massachusetts logo and the date "Monday, March 10, 2014" with a "Print Preview" link. Below the header is a navigation bar with "Change Password" and "Logoff" links. The main content area is divided into a left sidebar and a main panel. The sidebar contains links for "My Home Page", "My Inbox", "Apply for Regular UI Benefits", "View and Maintain Account Information", "Estimate Future Benefits", "View And Request 1099G", and "Manage Debt". The main panel features a section titled "Important Messages - These Messages Need Your Attention" with two messages: one about direct deposit rejection and another with a link for an important message regarding the UI claim. Below this is a section titled "Other Messages" with three bullet points: a recent unemployment claim ending on 09/20/2008, training opportunities, and IRS Form 1099-G information. At the bottom of the main panel is a section titled "My Account Home Page" with links for "My Home Page", "My Inbox", "Apply for Regular UI Benefits", and "View and Maintain Account Information".

UI Online - Mozilla Firefox

File Edit View History Bookmarks Tools Help

UI Online

https://luuatben.detma.org/Claimant/Core/Navigate.ASPX

Monday, March 10, 2014  
[Print Preview](#)

Change Password | Logoff

**My Home Page**

My Inbox

Apply for Regular UI Benefits  
View and Maintain Account Information  
Estimate Future Benefits  
View And Request 1099G  
Manage Debt

**Important Messages - These Messages Need Your Attention**

- ⚠ Your direct deposit information was rejected by the bank. If you have already been issued a state debit card your benefits will be applied to that card. If you have not, benefits will be applied to a card that will be sent to your mailing address on file.
- ⚠ [Click here](#) for an important message regarding your UI claim.

**Other Messages**

- Your most recent unemployment claim ended on 09/20/2008. If you are now unemployed, select "Apply for Regular UI Benefits" to begin a new application.
- For important information about our Training Opportunities Program, please [click here](#).
- Your IRS Form 1099-G was sent to your mailing address on file. If you have not received the form select the "1099-G" option to view and print a copy. To review your current address select "View and Maintain Account Information", then "Contact Information".

**My Account Home Page**

[My Home Page](#)  
My Home Page

[My Inbox](#)  
View and respond to items requiring your immediate attention and other important documents.

[Apply for Regular UI Benefits](#)  
Complete and submit an application for Regular Unemployment

[View and Maintain Account Information](#)  
View and/or change information related to your Benefit Account.

## Scenario 2 – You have your PIN #

### 1. Enter SSN:

UI Online - Mozilla Firefox

File Edit View History Bookmarks Tools Help

UI Online

https://uiatben.detma.org/Claimant/Core/Login.aspx

Monday, March 10, 2014  
[Print Preview](#)

Commonwealth of Massachusetts

Lagon

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

Please provide your Social Security Number

Social Security Number:

Confirm your Social Security Number:

Next

IF YOU ARE NOT USING YOUR PERSONAL COMPUTER, PLEASE FOLLOW THESE SAFETY TIPS:

- Log out before you walk away from the computer
- Do not save your login information
- Do not save any files or forms to a Public Computer
- When prompted, always opt to Open a File
- For more details, please click [here](#).

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### 2. Enter your PIN:

UI Online - Mozilla Firefox

File Edit View History Bookmarks Tools Help

UI Online

https://uiatben.detma.org/Claimant/Core/Login.aspx

Monday, March 10, 2014  
[Print Preview](#)

Commonwealth of Massachusetts

Lagon

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

TeleCert User

TeleCert Pin:

Next Forgot Pin

Your account will be locked after 4 attempts. If you are having problems logging in, select the "Forgot Password" button to reset your password.

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### 3. Verify the information on the screen:

The screenshot shows the 'UI Online' login page in a Mozilla Firefox browser. The address bar displays 'https://uiatben.detma.org/Claimant/Core/Login.ASPX'. The page header includes the Commonwealth of Massachusetts logo and the date 'Monday, March 10, 2014'. A navigation bar contains a 'Ligon' link and a note '\* Indicates Required Field'. The main content area is titled 'Welcome to Massachusetts Unemployment Insurance (UI) Online Application'. It features two sections: 'Submit Personal Information' and 'Submit Personal Information - Security Question'. The 'Submit Personal Information' section includes fields for 'Confirm your Social Security Number' (masked with dots), 'Birth Date' (02/17/1951), and 'Gender' (Female selected, Male unselected). The 'Submit Personal Information - Security Question' section includes a 'Security Question' field with the text 'What is your mother's maiden name?' and a 'Security Answer' field with the text 'SISI'. Below these fields are 'Previous' and 'Next' buttons. At the bottom, there is a link to 'Download Adobe .PDF Reader (Free)' and links for 'Accessibility', 'Privacy Statement', and 'Viewing Tips'.

### 4. Set up your Password and New Security Question/Answer (note: this will NOT change the PIN. You must call the PIN line to make any changes).

The screenshot shows the 'UI Online' 'Set Password' page in a Mozilla Firefox browser. The address bar displays 'https://uiatben.detma.org/Claimant/Benefits/Common/SetClaimantPassword.ASPX'. The page header includes the Commonwealth of Massachusetts logo and the date 'Monday, March 10, 2014'. A navigation bar contains 'Change Password' and 'Logoff' links, and a note '\* Indicates Required Field'. The main content area is titled 'Set Password'. It includes fields for 'Password (8 case sensitive, alphanumeric characters (At least 1 Upper-case and 1 Numeric required))', 'Confirm Password', 'Security Question' (a dropdown menu with 'What is your favorite vacation spot?' selected), 'Security Answer' (boston), and 'Confirm Security Answer' (boston). Below these fields is a reminder: 'Remember this information. You will need it to access your claim online.' and a 'Submit' button. At the bottom, there is a link to 'Download Adobe .PDF Reader (Free)' and links for 'Accessibility', 'Privacy Statement', and 'Viewing Tips'.

5. You are now at their Home Page (the next time you log into UI Online, you will be asked for your Password, not PIN):

The screenshot shows the UI Online Home Page in a Mozilla Firefox browser window. The browser's address bar displays the URL <https://uiuatben.detma.org/Claimant/Core/Navigate.ASPX>. The page header includes the Commonwealth of Massachusetts logo and the date Monday, March 10, 2014, with a [Print Preview](#) link. A navigation bar at the top contains links for [Change Password](#) and [Logoff](#).

The main content area is divided into two columns. The left column, titled "My Home Page", contains links for "My Inbox", "Apply for Regular UI Benefits", "View and Maintain Account Information", "Estimate Future Benefits", and "View And Request 1099G". The right column features several sections:

- Important Messages - These Messages Need Your Attention**: Contains two messages. The first is a warning icon followed by "Please review messages in the 'Other Messages' section." The second is a warning icon followed by "[Click here](#) for an important message regarding your UI claim."
- Other Messages**: Contains two bullet points. The first states: "Your most recent unemployment claim ended on 06/25/2011. If you are now unemployed, select 'Apply for Regular UI Benefits' to begin a new application." The second states: "For important information about our Training Opportunities Program, please [click here](#)."
- My Account Home Page**: A section header.
- My Home Page**: A link to "My Home Page".
- My Inbox**: A link to "My Inbox" with the description "View and respond to items requiring your immediate attention and other important documents."
- Apply for Regular UI Benefits**: A link with the description "Complete and submit an application for Regular Unemployment Insurance benefits."
- View and Maintain Account Information**: A link with the description "View and/or change information related to your Benefit Account."
- Estimate Future Benefits**: A link with the description "View an estimate of potential benefits based on currently".
- View And Request 1099G**: A link with the description "View and print current and previous IRS tax form 1099G - Certain".